

This letter aims to describe the global service rules that a company shall apply in its relationship with any third party eMSP (eMobility Service Provider) and any third party RSP (Roaming Service Platform)

Company, in its CPO role, expresses its interest to ensure a seamless customer eMobility experience through the roaming of services with eMSP. Company shall therefore make its best efforts to propose its services according to European and national rules and standards, among which eMI3 association and ID issuing authority.

Commercial principles:

Company shall aim at implementing the following principles :

- Propose clear and easy to implement pricing schemes;
- Propose prices/fees based on pricing blocks reflecting costs such as but not limited to, investment, capacity costs, energy price, parking costs, National taxes, energy taxes, operating costs
- Be open to any eMSP and evaluate interest of common business;
- Inform eMSP of the energy supplier and % renewable energy used when available;
- Invoice charging sessions with the following ambitions:
 - Company shall make its best efforts to charge a session, when a car is detectable, connected for at least two (2) minutes OR charged more than 0,5 kWh for cars, 0,2kWh for 2 to 3 wheelers and no fault in hand shaking process and connection has been detected pole side;
 - Tariffs, Fees, penalties, charges for parking without charging ... shall be communicated to eMSPs electronically (based on the contractual agreement);
 - Tariffs shall be provided to and agreed upon with eMSP before the charging session starts, preferably during contract negotiation;
 - Charge Detail Records (CDR) reflects charging session and contains all information described in the bi-lateral contract to allow eMSP to perform price calculation and to inform the customer on the details of the charging sessions. This includes particularly : total duration of session and the number of kWh delivered.

Quality Principles:

Company should endeavour to include the following targets in an SLA with eMSPs:

- Contact details are provided to Roaming Service Providers and to eMSPs through agreements;
- Company support team shall make best efforts to :
 - fix locking/opening/authentication concerns within fifteen (15) minutes;
 - fix hardware concerns within five (5) business days;
- Company shall handle quality concerns through a quality system;
- Company shall inform eMSPs and RSP of any concern detected on its services/assets and/or ex-changed data sets ;
- If a charging station is “out of order”, company shall update its adhoc attributes within 15 min;
- Company shall correct data mistakes highlighted by eMSP or RSP within five (5) (as described in the contract) business days.
- Company shall use ID as defined in ISO 15118 standard and eMI3 reference documents, , in line with ID issuing authority requirements;
- Company should send the CDR of a session as soon as possible and in any case according to agreement.

Privacy:

Company shall comply with privacy regulations. This also means that, should private data be involved, company shall engage, next to a contract, a processing agreement.

Key performance indicators:

- Company would should endeavour to include the following targets in an SLA with eMSPs:
 - Company shall update any dynamic attribute change of a charging point (maximum power, availability) within one (1) minute;
 - Company shall make best efforts to ensure 99% of availability of its services, on 80% of poles;
 - Company shall communicate 100% accurate and reliable tariffs.

In case of indirect connection with eMobility providers through RSP, this intention only applies to the service from the CPO to the RSP. Global level of service from eMSPs' perspective depends on RSP level of quality who is subject to a specific LOI.

- The signatory accepts that AFIREV publishes its signature of this LOI.¹
- The signatory refuses that AFIREV publishes its signature of this LOI.¹

The Company representative,

Date:

Company name:

Signatory name:

Capacity:

Signature:

¹ Delete as appropriate. This decision, or the signature of this LOI, may be revoked by letter or e-mail addressed to AFIREV.